



Role Description
Role Title: Welfare Benefits Guider

Line Manager: Head of Service
Minimum Commitment: 2 x 3 hour sessions per month
Location: Dudley Office / Community venues / Home Working (potential to move into Wolverhampton)

Main Job Purpose

This guider role will be helping clients who have the capabilities to complete their own application forms, but who need additional help to navigate and complete welfare benefits application documentation.

- To assist groups of up to 6 residents at a time (alongside a paid Welfare Benefits Guider) who need assistance to complete their own welfare benefits application forms (e.g. Personal Independence Payments (PIP) application forms) at community venues around the Dudley borough
- This assistance may be enabling residents to access I.T. and navigate the form they wish to complete
- To deliver interactive and informative group sessions with residents by guiding them stage by stage through the application form, explaining terminology, technicalities and appropriate next steps so that they complete their own forms, within the group time allocated (approx 2.5hrs).
- To engage with residents who face challenges and barriers to understanding, accessing and navigating services or support they are entitled to by helping them to complete their own application forms and signposting them to other organisations, where relevant.

Main Tasks and Responsibilities

Essential Knowledge, Skills, and Experience

- Have the skills to work and communicate with the public in community venues in a group setting (and on rare occasion, 1:1)
- Effectively support the group of up to 6 participants who may experience challenges that may be generated by the content of the session, as you will be talking about how they are affected by their individual care and mobility needs, to help them complete their particular benefits paperwork
- Be prepared to travel around the Dudley borough to deliver sessions in community venues and also virtually (e.g. by zoom) when required
- Full training will be given on understanding various welfare benefit application forms and how they should be completed to maximise success. This role is not an advisor role and will not be responsible for undertaking benefit calculations. This role is to help people complete documentation that they themselves have established is the correct course of action for them.

Quality

- Ensure accurate information and guidance is delivered to residents by following the structure and content of the session developed by our technical and quality supervisors
- Use standardised tools and resources to ensure a consistent high standard of service is delivered at every group session
- Receive and deliver feedback in a constructive way in order to develop yourself and other guiders
- Encourage participants to complete evaluation forms on completion of a session

Research and Campaigns

- To ensure active involvement in social policy work by flagging up challenges participants face
- To contribute to our research and campaigns agenda by helping to influence local, regional policy decisions affecting marginalised communities

Training and Personal Development

- Be prepared undertake updated training if the content of the sessions changes, under the guidance of supervisors
- Complete essential training for the role during the induction period
- Attend mandatory training and courses as identified by line manager
- Actively contribute to your personal and professional development through the volunteer supervision and appraisal process

Networking

- To support management in the networking and liaising with partner organisations to develop and promote the sessions
- To work with statutory, non-statutory and voluntary organisations to secure venues for the delivery of group sessions
- To maintain a good working relationship with community venues

Administration

- Evaluate the effectiveness of sessions through surveys, assessments, and data analysis
- Use IT effectively for statistical recording and record keeping
- Prepare resources and materials to be used during sessions (e.g. printing out of materials before sessions, ensuring the environment is set up for learning etc)
- To identify any issues affecting health and safety and support the management team to address these
- Be responsible for the setting up and closing down of the sessions in the community venues

Other Duties and Responsibilities

- To comply with the policies, procedures and guidelines of the organisation
- Work cooperatively with colleagues and encourage good teamwork
- Identify any potential safeguarding issues and report these to the coordinator
- Support the implementation of the organisation's business plan and strategies
- Promote the aims, principles, policies, interests and wellbeing of the Service and to protect its integrity and reputation
- Anything else as may be required from time to time by the Leadership Team, which are consistent with the volunteer role